

# EXHIBIT 1

# Deposition Transcript

Case Number: 4:23-cv-02823

Date: September 13, 2024

In the matter of:

TWANA AHMED v UNIVERSAL PROTECTION SERVICE, LP, et al.

Anna Soja - PMK

**CERTIFIED  
COPY**

Reported by:  
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1 UNITED STATES DISTRICT COURT FOR THE  
2 SOUTHERN DISTRICT OF TEXAS, HOUSTON DIVISION

3 TWANA AHMED, - - -  
4 ) CIVIL DIVISION  
5 Plaintiff, ) NO. 4:23-cv-02823  
6 -vs- )  
7 )  
8 UNIVERSAL PROTECTION )  
9 SERVICE, LP, d/b/a ALLIED )  
10 UNIVERSAL SECURITY )  
11 SYSTEMS, )  
12 Defendant. )  
13 - - -

14 REMOTE VIDEOTAPED DEPOSITION OF ANNA  
15 SOJA, PMK, located in Texas, commencing at 8:30  
16 A.M. CST, 9:30 A.M. EST, on Friday, September  
17 13, 2024, before ALYSSA A. REPSIK, Court  
18 Reporter and Notary Public in and for the  
19 Commonwealth of Pennsylvania.  
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<p>Page 2</p> <p>1 APPEARANCES VIA ZOOM:</p> <p>2 FOR THE PLAINTIFF:</p> <p>3 AH LAW, PLLC</p> <p>4 BY: AMANDA C. HERNANDEZ, ESQ.</p> <p>5 5718 WESTHEIMER, SUITE 1000</p> <p>6 HOUSTON, TX 77057</p> <p>7 Amanda@ahfirm.com</p> <p>8</p> <p>9 FOR THE DEFENDANT:</p> <p>10 MARTENSON, HASBROUCK &amp; SIMON, LLP</p> <p>11 BY: NATHAN A. SHINE, ESQ.</p> <p>12 500 DAVIS STREET, SUITE 1003</p> <p>13 EVANSTON, IL 60201</p> <p>14 Nshine@martensonlaw.com</p> <p>15</p> <p>16 OTHER APPEARANCES:</p> <p>17 JENNIFER MUNTER STARK, ESQ.</p> <p>18 LEGAL VIDEOGRAPHER - TIMOTHY COX</p> <p>19</p> <p>20 ---o0o---</p> <p>21</p> <p>22</p> <p>23</p> <p>24</p> <p>25</p>	<p>Page 3</p> <p>1 INDEX</p> <p>2 ---o0o---</p> <p>3 EXAMINATION: ATTORNEY HERNANDEZ</p> <p>4</p> <p>5</p> <p>6</p> <p>7</p> <p>8</p> <p>9</p> <p>10</p> <p>11</p> <p>12</p> <p>13</p> <p>14</p> <p>15</p> <p>16</p> <p>17</p> <p>18</p> <p>19</p> <p>20</p> <p>21</p> <p>22</p> <p>23</p> <p>24</p> <p>25</p>
<p>Page 4</p> <p>1 P R O C E E D I N G S</p> <p>2 THE VIDEOGRAPHER: Good</p> <p>3 morning. We are now on the record at 8:36 a.m.</p> <p>4 Central Time on September 13, 2024, to begin</p> <p>5 the deposition of Anna Soja, Universal</p> <p>6 Protection Services, LP, doing business as</p> <p>7 Allied Universal Security Services, pursuant to</p> <p>8 Fed. R. Civ. P. 30(b)(6), in the matter of</p> <p>9 Twana Ahmed versus Universal Protection</p> <p>10 Services, LP, d/b/a Allied Universal -- or</p> <p>11 doing business as Allied Universal.</p> <p>12 The venue for this case is in the</p> <p>13 United States District Court for the Southern</p> <p>14 District of Texas, Houston Division. The case</p> <p>15 number is 4:23-CV-02823.</p> <p>16 This deposition is taking place via</p> <p>17 Zoom video conference. The legal videographer</p> <p>18 is Timothy Cox, here on behalf of Steno, and</p> <p>19 our court reporter is Sara Acklin [sic], also</p> <p>20 here on behalf of Steno.</p> <p>21 So would counsel please identify</p> <p>22 yourselves and state who you represent.</p> <p>23 ATTORNEY HERNANDEZ: Amanda</p> <p>24 Hernandez for plaintiff, Twana Ahmed.</p> <p>25 ATTORNEY SHINE: Nathan Shine,</p>	<p>Page 5</p> <p>1 for Universal Protection Service, LP, doing</p> <p>2 business as Allied Universal Security Services.</p> <p>3 THE VIDEOGRAPHER: Thank you,</p> <p>4 Counsel.</p> <p>5 Would the reporter please swear in</p> <p>6 the witness.</p> <p>7 ANNA SOJA, PMK, a witness</p> <p>8 herein, having been first duly sworn, was</p> <p>9 examined and testified as follows:</p> <p>10 EXAMINATION</p> <p>11 BY ATTORNEY HERNANDEZ:</p> <p>12 Q. Thank you.</p> <p>13 Do you agree that companies must</p> <p>14 protect employees from discrimination in the</p> <p>15 workplace?</p> <p>16 A. Yes, I do.</p> <p>17 Q. Is that important?</p> <p>18 A. Yes, it is.</p> <p>19 Q. On a scale of 1 to 10 where 1 is not</p> <p>20 important at all, and 10 is the most important,</p> <p>21 how important is it that companies protect</p> <p>22 employees from discrimination in the workplace?</p> <p>23 A. 10.</p> <p>24 Q. Why is that important?</p> <p>25 A. It is important for us to be able to</p>

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<p style="text-align: right;">Page 6</p> <p>1 protect our employees from any discrimination 2 based on any race, religion, national origin, 3 or any protected classes as stated by the law. 4 Q. Is there any other reason why it's 5 important besides the law? 6 A. Yes. It is good for us to foster a 7 safe and comfortable environment for all of our 8 employees, to foster an inclusive and diverse 9 environment for our employees. 10 So it is very important for us to be 11 able to have an environment where individuals 12 are able to come into work, feel comfortable 13 when they're in the work environment and the 14 individuals they are working with. 15 Q. Do you agree that companies must 16 protect employees from retaliation when they 17 report discrimination? 18 A. Yes, I do. 19 Q. Is that important? 20 A. Yes, it is. 21 Q. On the same scale of 1 to 10, how 22 would you rate that? 23 A. 10. 24 Q. And why is it important to protect 25 employees from retaliation?</p>	<p style="text-align: right;">Page 7</p> <p>1 A. It is important for us to protect 2 employees from retaliation in order for them to 3 feel comfortable in the environment they are 4 working with and to protect them from any 5 lawful behaviors conducted by other 6 individuals. 7 And to make sure that they have an 8 environment that they could work in where they 9 don't fear that they will be retaliated against 10 if they brought any matters to our attention. 11 Q. Do you agree that companies must 12 protect employees from retaliation when they 13 request religious accommodations? 14 A. Yes, I do. 15 Q. And on the same scale of 1 to 10, 16 how important is that? 17 A. 10. 18 Q. And why is that important? 19 A. It is important for us -- for our 20 companies -- or Allied Universal -- to ensure 21 that an individual is able to bring to our 22 attention a reasonable accommodation request 23 and for us to review the accommodation request 24 and be able to provide them with an interactive 25 conversation to protect their rights and for us</p>
<p style="text-align: right;">Page 8</p> <p>1 to be able to review all the information that 2 was provided to us to ensure that we are 3 protecting their rights and reviewing the 4 information they brought to us in regards to 5 any accommodations. 6 Q. Do you agree that not protecting 7 employees from discrimination or retaliation 8 can be unsafe? 9 A. I do. 10 Q. Is it fine with you if I refer to 11 "Allied Universal" or "Universal Protection 12 Services, LP," as just "Allied"? 13 A. Yes. Yeah. 14 Q. Thank you. 15 Are Allied's policies and procedures 16 mandatory? 17 A. Yes, they are. 18 Q. Allied has a zero-tolerance policy 19 for discrimination and harassment; correct? 20 A. Yes, they do. 21 Q. And Allied also has a zero-tolerance 22 policy for retaliation in the work place? 23 A. That is correct, yes. 24 Q. On a scale of 1 to 10, 1 being not 25 important at all and 10 being the most</p>	<p style="text-align: right;">Page 9</p> <p>1 important, how important is it to Allied that 2 it follow its policies and procedures? 3 A. 10. 4 Q. Okay. And on the same scale of 1 to 5 10, how important is it to Allied that there be 6 no discrimination in the workplace? 7 A. 10. 8 Q. And same scale, that there be no 9 retaliation in the workplace? 10 A. 10. 11 Q. And same scale, that there be no 12 harassment in the workplace? 13 A. 10. 14 Q. How does Allied ensure that there is 15 no discrimination in the workplace? 16 A. Well, Allied does provide several 17 trainings for all individuals for -- from every 18 level, from a security professional to senior 19 management, to ensure that they are well aware 20 of what is determined to be discrimination, 21 harassment, retaliation so they're well versed 22 and understand that. 23 And we also provide all of our 24 employees on every level a platform to report 25 any reports of discrimination, harassment,</p>

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<p style="text-align: right;">Page 10</p> <p>1 retaliation, hostile work environment, 2 bullying, anything that they have felt was an 3 inappropriate conduct in the workplace. 4 Q. You mentioned that Allied provides 5 training to all levels of employees. Does 6 Allied provide different training to security 7 professionals than it does to, say, supervisors 8 or managers? 9 A. It does -- it does determine on the 10 role. We do have standardized training that 11 everybody receives across the board that's the 12 same. For example, like, new employee 13 orientation training is the same across the 14 board. 15 There are more significant levels of 16 training for higher leadership roles than maybe 17 a security professional would receive. But 18 security professionals would receive training 19 that's specific to their specific roles, and 20 same goes for anything that's any levels above 21 that. 22 Q. And just to clarify, so let's say 23 we're talking about a security professional. 24 What -- setting aside their training for their 25 specific role, what training does Allied</p>	<p style="text-align: right;">Page 11</p> <p>1 provide on antidiscrimination and 2 antiretaliation laws? 3 A. Sure. During new employee 4 orientation, all employees must come -- must 5 complete three modules followed by a final 6 exam. 7 The first module outlines the 8 antiharassment policy, which goes over 9 discrimination, harassment, the different types 10 of harassment there is, and ways of reporting 11 that harassment. 12 There's an addition -- could be some 13 additional training. If it's State required, 14 then Allied Universal would also conduct that 15 training. 16 For example, in Illinois, it is 17 mandatory to provide annual training on, you 18 know, harassment or discrimination, but it is 19 sometimes state specific. 20 Q. And then aside from that initial 21 training on the module, is there any other 22 training that Allied requires of security 23 professionals throughout their tenure with 24 Allied? 25 A. Yes. There's continuous training.</p>
<p style="text-align: right;">Page 12</p> <p>1 It depends on how long they've been with the 2 organization, but there is continuous training. 3 We do have something that's called 4 core training, that they have to complete as 5 mandatory training, all paid. There's several 6 levels of the training. It depends on their 7 specific role. 8 So for example, for security 9 professionals, there's guidelines of what 10 training they are mandatory to complete. 11 There's also voluntary training 12 available for all of our security professionals 13 through an online platform. 14 There's also site-specific 15 client-requested training that security 16 professionals go through. 17 So it's continuous throughout their 18 employment. 19 Q. And -- excuse me. 20 I probably asked the question 21 incorrectly. 22 But specific to training on 23 discrimination and retaliation, aside from the 24 new -- the new employee orientation module, are 25 employees required to take additional training</p>	<p style="text-align: right;">Page 13</p> <p>1 on discrimination and retaliation? 2 A. Yes, if it's State mandated. 3 Q. Okay. So, for example, in Texas are 4 they required to? 5 A. The State does not require it in 6 Texas. 7 Q. Okay. And so if so, Twana Ahmed who 8 was working at Allied, he would have completed 9 the module that you referred to when he was 10 initially hired? 11 A. That is correct. 12 Q. Okay. And so would there be 13 evidence of that completion in the test that 14 was taken somewhere? 15 A. So there is -- so there's a 16 compliance code that is entered into the 17 compliance tracker in their employee file, that 18 outlines that new employee orientation was 19 completed, and that means that it was 20 successfully completed because there is a final 21 exam at the end. 22 If an employee or new hire at new 23 employer orientation does not pass that exam, 24 we do not move forward with employment for 25 them. So in Mr. Ahmed's situation, he would</p>

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<p style="text-align: right;">Page 14</p> <p>1 have completed it and must have passed the exam</p> <p>2 if we moved forward with his employment.</p> <p>3 Q. Okay. Excuse me.</p> <p>4 You have -- so the module -- how</p> <p>5 long is the module that's for</p> <p>6 antidiscrimination and antiretaliation laws?</p> <p>7 A. They are self-paced. The time to</p> <p>8 complete all three modules are back to back to</p> <p>9 one another with questions in between, but it's</p> <p>10 a three-hour course to complete all three</p> <p>11 modules.</p> <p>12 Again, it is self-paced, so it would</p> <p>13 be up to the candidate for how long it took</p> <p>14 them to complete any specific module.</p> <p>15 Q. Okay. Thank you.</p> <p>16 And so when supervisors are</p> <p>17 initially hired or promoted, do supervisors</p> <p>18 have any different training on discrimination</p> <p>19 or harassment or retaliation at Allied?</p> <p>20 A. Supervisors will receive the same</p> <p>21 training as the security professional on those</p> <p>22 particular matters.</p> <p>23 Q. Okay. And what about managers?</p> <p>24 A. Managers do receive -- if, for</p> <p>25 example, if it's a new manager going and</p>	<p style="text-align: right;">Page 15</p> <p>1 bringing -- from an external candidate coming</p> <p>2 into the organization or if it's a promotion,</p> <p>3 they are required to complete a new employee</p> <p>4 orientation for administrative employees which</p> <p>5 is -- differs from the security professional</p> <p>6 and supervisor modules. It's a little more</p> <p>7 extensive.</p> <p>8 Q. The specific part on discrimination</p> <p>9 and retaliation and harassment is more</p> <p>10 extensive?</p> <p>11 A. The training is more extensive. Our</p> <p>12 policies and training in regards to harassment,</p> <p>13 retaliation are the same across the board.</p> <p>14 Q. I see. Can you give me an example</p> <p>15 of how the training is more extensive?</p> <p>16 A. Well, they have more requirements as</p> <p>17 far as, you know, investigating reports, making</p> <p>18 sure that reports are submitted in a timely</p> <p>19 fashion.</p> <p>20 So for example, security</p> <p>21 professional they are told, you know, "You are</p> <p>22 -- you have to report, you know, these type of</p> <p>23 incidents."</p> <p>24 From a manager perspective, as soon</p> <p>25 as they become aware of such incidents, they</p>
<p style="text-align: right;">Page 16</p> <p>1 should be conducting investigations. They</p> <p>2 should be reporting it.</p> <p>3 So their training is to -- how to</p> <p>4 properly react to a situation as soon as they</p> <p>5 become aware of any type of discrimination,</p> <p>6 harassment, retaliation occurring as opposed to</p> <p>7 an SP reporting it out.</p> <p>8 Q. I see. Okay. And is that also just</p> <p>9 given to them when they're initially promoted</p> <p>10 or hired, and then that's it if it's not</p> <p>11 required by the State?</p> <p>12 A. That is correct.</p> <p>13 Q. Okay. Would there be written</p> <p>14 materials that explain the training that</p> <p>15 managers must follow when they're investigating</p> <p>16 reports?</p> <p>17 A. Yes. It is outlined in the</p> <p>18 administrative handbook.</p> <p>19 Q. As far as you know, has the</p> <p>20 administrative handbook been produced in this</p> <p>21 case?</p> <p>22 A. I'm not -- I'm not sure.</p> <p>23 Q. Okay. Is the administrative</p> <p>24 handbook something that -- you might have said</p> <p>25 this.</p>	<p style="text-align: right;">Page 17</p> <p>1 Is the administrative handbook</p> <p>2 something that only the managers must follow or</p> <p>3 do supervisors also need to follow the</p> <p>4 administrative handbook?</p> <p>5 A. Supervisors and security</p> <p>6 professionals follow the security professional</p> <p>7 handbook. Any managers and administrative</p> <p>8 roles and above follow the admin handbook.</p> <p>9 Q. Okay. Thank you.</p> <p>10 Patrick Freeney, what was his title</p> <p>11 at Allied in --</p> <p>12 A. He was an operations manager.</p> <p>13 Q. An operations manager. So he would</p> <p>14 have been following the administrative</p> <p>15 handbook?</p> <p>16 A. That is correct.</p> <p>17 Q. Okay. And can you tell me when</p> <p>18 Patrick Freeney was first hired?</p> <p>19 A. I believe it was January of 2021,</p> <p>20 from the best of my recollection.</p> <p>21 Q. Okay. So he was hired in directly</p> <p>22 as a manager?</p> <p>23 A. I do believe so, yes.</p> <p>24 Q. Okay. And I'm sorry. You said</p> <p>25 January of 2021?</p>



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<p style="text-align: right;">Page 18</p> <p>1 A. Correct.</p> <p>2 Q. Okay. And what level of education</p> <p>3 or experience did he have?</p> <p>4 A. I do not recall.</p> <p>5 Q. Do you know what level of experience</p> <p>6 he had?</p> <p>7 A. From my recollection, he would have</p> <p>8 had previous leadership experience. I just --</p> <p>9 I just do not recall at this time.</p> <p>10 Q. If you wanted to find out, how would</p> <p>11 you do that?</p> <p>12 A. We have a platform that we're able</p> <p>13 to look at his employment application, r sum</p> <p>14 submitted, and anything he would disclose</p> <p>15 during his onboarding process.</p> <p>16 So I would be able to verify, had</p> <p>17 I -- I'm able to view that information.</p> <p>18 Q. Okay. During the course of his</p> <p>19 employment, was Patrick Freeney the subject of</p> <p>20 any investigation at Allied?</p> <p>21 A. Yes, he was.</p> <p>22 Q. Was it just one investigation?</p> <p>23 A. Yes, it was. I'm sorry. There was</p> <p>24 two incidents. I apologize.</p> <p>25 Q. Okay. What was the first incident?</p>	<p style="text-align: right;">Page 19</p> <p>1 A. We received a concern regarding</p> <p>2 him -- it was an anonymous complaint submitted</p> <p>3 through or our NAVEX hotline regarding him</p> <p>4 potentially requiring his supervisors to</p> <p>5 complete schedules on his behalf.</p> <p>6 Q. Was that against Allied's policy?</p> <p>7 A. It is not.</p> <p>8 Q. Okay. And what was the outcome of</p> <p>9 that investigation?</p> <p>10 A. It was not substantiated.</p> <p>11 Q. Who conducted that investigation?</p> <p>12 A. I do not recall.</p> <p>13 Q. When did that investigation take</p> <p>14 place?</p> <p>15 A. I want to say somewhere mid-2022.</p> <p>16 Q. And then what were the circumstances</p> <p>17 surrounding the second incident?</p> <p>18 A. The second complaint that we</p> <p>19 received through our employee hotline was</p> <p>20 submitted by the plaintiff.</p> <p>21 Q. And what was the outcome of that</p> <p>22 investigation?</p> <p>23 A. So it was a twofold piece. So</p> <p>24 the -- the allegations regarding Patrick</p> <p>25 Freeney making inappropriate comments was</p>
<p style="text-align: right;">Page 20</p> <p>1 unsubstantiated.</p> <p>2 The allegations in regard to</p> <p>3 requesting the plaintiff to shave his beard</p> <p>4 were unsubstantiated.</p> <p>5 We reviewed the termination, because</p> <p>6 that was included also in the complaint, and we</p> <p>7 reviewed that the termination was justified.</p> <p>8 Q. Is -- you said there was a twofold</p> <p>9 piece. Was that the first part, or is there --</p> <p>10 or were you explaining both parts?</p> <p>11 A. Both parts. So the first part would</p> <p>12 be that there was comment that -- there was</p> <p>13 allegations that Patrick Freeney was making</p> <p>14 inappropriate comments to the plaintiff. And</p> <p>15 the second piece that it was a wrongful</p> <p>16 termination.</p> <p>17 Q. And Patrick Freeney no longer works</p> <p>18 for Allied; correct?</p> <p>19 A. That's correct.</p> <p>20 Q. When was his last day?</p> <p>21 A. It was on or about June 2022.</p> <p>22 Q. And what -- why did he leave?</p> <p>23 A. He resigned for personal reasons.</p> <p>24 Q. Do you know where he's working now?</p> <p>25 A. I do not.</p>	<p style="text-align: right;">Page 21</p> <p>1 Q. Was Patrick Freeney disciplined in</p> <p>2 any way during his time at Allied?</p> <p>3 A. He was not.</p> <p>4 Q. Okay. Do you agree that</p> <p>5 discrimination in the workplace is a</p> <p>6 foreseeable danger to employees?</p> <p>7 A. Yes, it is. It could be, yes.</p> <p>8 Q. Okay. Why is that?</p> <p>9 A. Well, it depends. If an</p> <p>10 organization becomes aware of such instance and</p> <p>11 doesn't act on it, it could escalate between</p> <p>12 the individuals involved. So it could pose a</p> <p>13 danger if the company doesn't become involved</p> <p>14 in the matter.</p> <p>15 Q. In developing Allied's policies and</p> <p>16 procedures applicable to preventing</p> <p>17 discrimination and retaliation in the</p> <p>18 workplace, did Allied consider any statistics</p> <p>19 related to, say, the percentage of employees</p> <p>20 that experience discrimination?</p> <p>21 A. I do not know.</p> <p>22 Q. In your experience as an HR</p> <p>23 professional, have you encountered any studies</p> <p>24 showing percentages of employees that report</p> <p>25 having experienced discrimination?</p>



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<p style="text-align: right;">Page 22</p> <p>1           <b>A.     I do not.</b></p> <p>2                   ATTORNEY SHINE: Objection to</p> <p>3 outside the scope, Amanda.</p> <p>4 BY ATTORNEY HERNANDEZ:</p> <p>5           Q.     In your education and training and</p> <p>6 experience, are you aware that oftentimes</p> <p>7 employees that experience discrimination often</p> <p>8 do not report it out of fear of retaliation?</p> <p>9                   ATTORNEY SHINE: Again,</p> <p>10 objection. Outside the scope.</p> <p>11 BY ATTORNEY HERNANDEZ:</p> <p>12           Q.     You can still answer.</p> <p>13                   ATTORNEY SHINE: To the extent</p> <p>14 she has any knowledge, she can answer.</p> <p>15                   <b>THE WITNESS: And I'm sorry.</b></p> <p>16 <b>Can you rephrase the question?</b></p> <p>17 BY ATTORNEY HERNANDEZ:</p> <p>18           Q.     Sure. At -- you are an HR</p> <p>19 professional; correct?</p> <p>20           <b>A.     That is correct.</b></p> <p>21           Q.     Okay. How long have you been</p> <p>22 working in HR?</p> <p>23           <b>A.     A little over 10 years.</b></p> <p>24           Q.     And so in your experience as an HR</p> <p>25 professional, are you aware that oftentimes</p>	<p style="text-align: right;">Page 23</p> <p>1 employees that experience discrimination will</p> <p>2 not report it out of fear of retaliation?</p> <p>3                   ATTORNEY SHINE: My objection</p> <p>4 stands.</p> <p>5                   <b>THE WITNESS: Yes.</b></p> <p>6                   ATTORNEY SHINE: But she may</p> <p>7 answer.</p> <p>8                   <b>THE WITNESS: Yes.</b></p> <p>9 BY ATTORNEY HERNANDEZ:</p> <p>10           Q.     Okay. Have you -- in your studies,</p> <p>11 have you seen a report noted by the EEOC that</p> <p>12 roughly 75 percent of employees that have</p> <p>13 reported workplace conduct have experienced</p> <p>14 retaliation?</p> <p>15                   ATTORNEY SHINE: Objection.</p> <p>16 Outside the scope.</p> <p>17                   To the extent she has any personal</p> <p>18 knowledge, she may answer. However, this is</p> <p>19 not the appropriate question for a 30(b)(6)</p> <p>20 witness.</p> <p>21 BY ATTORNEY HERNANDEZ:</p> <p>22           Q.     You may answer.</p> <p>23           <b>A.     I do not.</b></p> <p>24           Q.     How does Allied ensure the</p> <p>25 discrimination and harassment is not occurring</p>
<p style="text-align: right;">Page 24</p> <p>1 in its workplace if employees do not self</p> <p>2 report?</p> <p>3           <b>A.     Well, we do provide all of our</b></p> <p>4 <b>employees guidelines in the employee handbook</b></p> <p>5 <b>on how to report any type of discrimination</b></p> <p>6 <b>that they may be -- discrimination, harassment,</b></p> <p>7 <b>retaliation -- that they become aware of.</b></p> <p>8                   <b>They are able to report these</b></p> <p>9 <b>matters anonymously through our hotline which</b></p> <p>10 <b>is available to them 24/7.</b></p> <p>11                   <b>Also, during our trainings and new</b></p> <p>12 <b>employee orientation, we also outline the</b></p> <p>13 <b>individuals that observe somebody being</b></p> <p>14 <b>discriminated against, harassed, retaliated</b></p> <p>15 <b>against for them to also speak up and report</b></p> <p>16 <b>those matters to us.</b></p> <p>17           Q.     Okay. So if an employee is fearful</p> <p>18 of retaliation and does not self-report, does</p> <p>19 Allied do anything to ensure that</p> <p>20 discrimination is not happening?</p> <p>21                   For example, does it monitor the</p> <p>22 workplace in any way?</p> <p>23           <b>A.     Well, in our industry, it's a little</b></p> <p>24 <b>more difficult to do that because we are</b></p> <p>25 <b>contract security. So we provide security</b></p>	<p style="text-align: right;">Page 25</p> <p>1 <b>services through multiple clients throughout,</b></p> <p>2 <b>you know, throughout cities, throughout the</b></p> <p>3 <b>country, and it's very site-specific.</b></p> <p>4                   <b>So we're not in one environment</b></p> <p>5 <b>together where we're able to do that. It's all</b></p> <p>6 <b>very spread out.</b></p> <p>7           Q.     Okay. So just so I have a clear</p> <p>8 answer, does Allied monitor the workplace to</p> <p>9 ensure that discrimination is not happening?</p> <p>10           <b>A.     I would say, yes, we do monitor. We</b></p> <p>11 <b>ensure that our managers are, you know, well</b></p> <p>12 <b>trained to observe these matters, but again,</b></p> <p>13 <b>depending on the location, some -- some sites</b></p> <p>14 <b>have just one security professional by</b></p> <p>15 <b>themselves in a guard shack, for example.</b></p> <p>16 <b>Right. So it would be difficult for us to be</b></p> <p>17 <b>able to monitor in a situation like that.</b></p> <p>18                   <b>In a larger location, yes, it would</b></p> <p>19 <b>probably be much easier for a manager to be</b></p> <p>20 <b>able to monitor that.</b></p> <p>21           Q.     Is anyone monitoring the managers to</p> <p>22 ensure that they are not engaging in</p> <p>23 discriminatory or retaliatory behavior?</p> <p>24           <b>A.     I would say that yes. I mean, we --</b></p> <p>25 <b>you know, there's definitely meetings occurring</b></p>

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<p style="text-align: right;">Page 30</p> <p>1 Zepeda, Alexander Bergeron, and Nathan 2 Hernandez. I want to say it was a Nathan for 3 sure. I just might be recalling the last name 4 incorrectly. 5 Q. Were -- so you listed four people. 6 Were those four subordinates considered 7 supervisors of the security professionals? 8 A. They are field supervisors that, 9 yes, they -- in the hierarchy, it would be 10 Patrick, the field supervisors, and then all 11 security professionals below them. 12 Q. So is Patrick also -- so were the 13 security professionals also Patrick Freeney's 14 subordinates? 15 A. Yes. They were considered under 16 him. Yes. 17 Q. And who is Patrick Freeney's 18 immediate supervisor? 19 A. It was Felicia Solis-Ramirez. 20 Q. And what is Felicia's title? 21 A. Branch manager. 22 Q. When was Felicia hired by Allied? 23 A. From my understanding, January 2018. 24 Q. What's her level of education? 25 A. I do not recall. She had 10 years</p>	<p style="text-align: right;">Page 31</p> <p>1 of leadership experience prior to her hiring. 2 Q. And 10 years of management 3 experience doing what? 4 A. In the management roles. 5 Q. Do you know where? 6 A. I do not recall. 7 Q. Did she have a security professional 8 background? 9 A. I do not recall. 10 Q. Was Felicia always the branch 11 manager from 2018 until the time she left? 12 A. That is correct. 13 Q. Would Felicia have been required to 14 follow the administrative handbook? 15 A. Yes. 16 Q. Would Felicia have been required to 17 do any additional training on discrimination, 18 retaliation, or harassment while at Allied? 19 A. She would have completed training on 20 those topics. 21 Q. Aside from the initial onboarding 22 training, would she have been required to 23 complete training -- like, yearly training or 24 more frequent training? 25 A. I do not know.</p>
<p style="text-align: right;">Page 32</p> <p>1 Q. Was she based in Texas? 2 A. Yes, she was. 3 Q. And so if Texas didn't require it, 4 would she have been required to undergo 5 additional training on discrimination, 6 harassment, or retaliation? 7 A. I do not know. 8 Q. And if she had completed that 9 training, would Allied have a record of it? 10 A. Yes, we would. 11 Q. And when was Felicia's last day of 12 work with Allied? 13 A. I believe -- gosh. I believe 14 potentially May 2024. 15 Q. And what were the circumstances of 16 her departure? 17 A. She resigned. 18 Q. Did she resign in lieu of 19 termination? 20 A. I do not believe so, no. 21 Q. Do you know why she resigned? 22 A. I do not. 23 Q. Do you know where she is working 24 now? 25 A. I do not.</p>	<p style="text-align: right;">Page 33</p> <p>1 Q. Did Patrick Freeney resign in lieu 2 of termination? 3 A. I do not know, but I don't believe 4 so. 5 Q. Is there somebody that would know? 6 A. Yeah. Most definitely there would 7 be somebody from the Texas group that would 8 definitely know that. 9 Q. Who would know? 10 A. We -- we could request that 11 information to be provided. There would be 12 record of it. The Texas branch leadership 13 would know that information. 14 Q. And who is considered Texas branch 15 leadership? 16 A. At this time, I believe Bill Keene. 17 No. Sorry. He's -- I don't think he's no 18 longer with the company. 19 Well, our HR manager would 20 definitely be able to look that information up, 21 which is Katherine Alyea. Alyea. 22 Q. Okay. So Katherine -- I'm sorry. 23 How do you pronounce her last name? 24 A. "Alyea," I believe. 25 Q. Katherine Alyea is the HR manager</p>

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<p style="text-align: right;">Page 34</p> <p>1 for Texas?</p> <p>2 <b>A. For the Houston branch.</b></p> <p>3 Q. Okay. And you mentioned Bill Keene.</p> <p>4 You said he no longer works with Allied?</p> <p>5 <b>A. Yes. At the time, he would have</b></p> <p>6 <b>been Felicia's direct report, but he's no</b></p> <p>7 <b>longer with Allied.</b></p> <p>8 Q. What was his title?</p> <p>9 <b>A. He was regional vice president.</b></p> <p>10 Q. When did he leave?</p> <p>11 <b>A. I do not know.</b></p> <p>12 Q. Do you know why he left?</p> <p>13 <b>A. I do not.</b></p> <p>14 Q. You said Bill Keene would have been</p> <p>15 Felicia's direct supervisor, I believe?</p> <p>16 <b>A. At the time, yes.</b></p> <p>17 Q. At the time. Did she have any other</p> <p>18 supervisors?</p> <p>19 <b>A. No. Not in the hierarchy, no.</b></p> <p>20 Q. And in the hierarchy, who -- was</p> <p>21 Felicia Patrick Freeney's only direct</p> <p>22 supervisor?</p> <p>23 <b>A. Yes.</b></p> <p>24 Q. Is there anyone else that Patrick</p> <p>25 Freeney would have reported to?</p>	<p style="text-align: right;">Page 35</p> <p>1 <b>A. No. She would be his direct</b></p> <p>2 <b>supervisor.</b></p> <p>3 Q. Okay. Could you briefly tell me</p> <p>4 what Patrick Freeney's general duties were as</p> <p>5 account manager?</p> <p>6 ATTORNEY SHINE: I'm just</p> <p>7 objecting to misstating the testimony.</p> <p>8 ATTORNEY HERNANDEZ: I'm</p> <p>9 sorry.</p> <p>10 BY ATTORNEY HERNANDEZ:</p> <p>11 Q. What was his title? What was</p> <p>12 Patrick Freeney's title?</p> <p>13 <b>A. Operations manager.</b></p> <p>14 Q. Thank you. Can you let me know --</p> <p>15 can you explain what his general duties were as</p> <p>16 operations manager?</p> <p>17 <b>A. The general duties of an operations</b></p> <p>18 <b>manager, it's scheduling, doing call-offs,</b></p> <p>19 <b>filling the schedules, dealing with day-to-day</b></p> <p>20 <b>concerns from employees, maintaining</b></p> <p>21 <b>compliance, ensuring training is occurring.</b></p> <p>22 <b>There are several criterias that</b></p> <p>23 <b>managers must meet. A standard -- for example,</b></p> <p>24 <b>advanced scheduling, ensuring payroll is</b></p> <p>25 <b>adequately submitted. They're responsible for</b></p>
<p style="text-align: right;">Page 36</p> <p>1 <b>payroll records. They're responsible for</b></p> <p>2 <b>managing that employees are calling in, calling</b></p> <p>3 <b>out. Responsible for ensuring that employees</b></p> <p>4 <b>are following company guidelines as far as</b></p> <p>5 <b>utilizing our technology while they're on post.</b></p> <p>6 <b>And interacting with clients and the</b></p> <p>7 <b>general public to make sure that our security</b></p> <p>8 <b>professionals are meeting company standards and</b></p> <p>9 <b>client requirements.</b></p> <p>10 Q. Was Patrick Freeney considered the</p> <p>11 Elite account manager?</p> <p>12 <b>A. He -- I don't -- I wouldn't say that</b></p> <p>13 <b>he was the Elite account manager. He oversaw</b></p> <p>14 <b>the AGB account, and the Elite program was</b></p> <p>15 <b>embedded into that account.</b></p> <p>16 Q. And did he oversee that for all of</p> <p>17 Houston?</p> <p>18 <b>A. I do not know.</b></p> <p>19 Q. Okay. Do you know how many security</p> <p>20 professionals he managed?</p> <p>21 <b>A. I do not know.</b></p> <p>22 Q. Did Pat -- did Patrick have</p> <p>23 authority to hire new members to his team?</p> <p>24 <b>A. Yes, he did.</b></p> <p>25 Q. Did he have authority to discipline</p>	<p style="text-align: right;">Page 37</p> <p>1 members of his team?</p> <p>2 <b>A. Yes, he did.</b></p> <p>3 Q. Did he have authority to approve</p> <p>4 whether members of the team worked overtime?</p> <p>5 <b>A. Yes, he did.</b></p> <p>6 Q. And I think you said this already,</p> <p>7 but he had authority to set employee schedules</p> <p>8 or alter employee schedules?</p> <p>9 <b>A. Yes.</b></p> <p>10 Q. And did he have authority to fire</p> <p>11 members of his team?</p> <p>12 <b>A. Yes.</b></p> <p>13 Q. It was Patrick Freeney that</p> <p>14 recommended Twana Ahmed be fired from Allied;</p> <p>15 true?</p> <p>16 <b>A. Yes.</b></p> <p>17 Q. What is your title with Allied?</p> <p>18 <b>A. Human resources director, regional</b></p> <p>19 <b>for the Midwest.</b></p> <p>20 Q. And how long have you worked with</p> <p>21 Allied?</p> <p>22 <b>A. Eight years.</b></p> <p>23 Q. Have you always been the human</p> <p>24 resources director?</p> <p>25 <b>A. No.</b></p>

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<p style="text-align: right;">Page 70</p> <p>1 that we find through the course of</p> <p>2 investigation. Right.</p> <p>3 It's not really black and white when</p> <p>4 these investigations are occurring. The more</p> <p>5 questions that we ask, the more patterns that</p> <p>6 we are looking at, we are able to then possibly</p> <p>7 determine what our next steps are.</p> <p>8 So it really depends on each</p> <p>9 situation. There's not one -- there's no</p> <p>10 situations that are all the same, so it really</p> <p>11 would depend on what we are able to collect,</p> <p>12 what we are able to find through the course of</p> <p>13 these investigations.</p> <p>14 So it's really difficult to say,</p> <p>15 "Here's what the exact next step we would</p> <p>16 take." It would just depend on the information</p> <p>17 we're able to collect.</p> <p>18 Q. Okay. What is Allied's policy on</p> <p>19 security professionals having beards?</p> <p>20 A. Our policy -- our standard policy is</p> <p>21 they must be clean shaven.</p> <p>22 Q. Okay. And if a security</p> <p>23 professional must keep a beard for religious</p> <p>24 purposes, is there an exception?</p> <p>25 A. Well, we do ask for a religious</p>	<p style="text-align: right;">Page 71</p> <p>1 accommodation to be completed so we have record</p> <p>2 of it, but it would be the same thing. They're</p> <p>3 allowed to keep their beard. It just has to be</p> <p>4 clean shaven.</p> <p>5 Q. Can you define "clean shaven"?</p> <p>6 A. So I believe there's a standard</p> <p>7 regarding, you know, them making sure it's</p> <p>8 shaved correctly right above the collar line.</p> <p>9 Q. Okay.</p> <p>10 A. It's not, like, messy. That it's,</p> <p>11 you know, well groomed.</p> <p>12 Q. Okay. So a beard is allowed as long</p> <p>13 as it's above the collar line and not messy?</p> <p>14 A. Correct.</p> <p>15 Q. Okay. Are supervisors and managers</p> <p>16 trained that they should allow beards as long</p> <p>17 as it's above the collar line and not messy?</p> <p>18 A. Yes. It's provided in the grooming</p> <p>19 standards. Yes.</p> <p>20 Q. Okay. If a security professional</p> <p>21 tells his supervisor that he needs to keep his</p> <p>22 beard for religious purposes, what should</p> <p>23 happen?</p> <p>24 A. They could ask for a religious</p> <p>25 accommodation, but it would have -- something</p>
<p style="text-align: right;">Page 72</p> <p>1 to be reviewed depending on what they're</p> <p>2 requesting for their beard to be. Are they</p> <p>3 saying that they can't shave, be clean shaven</p> <p>4 during this time, the kind of questions we</p> <p>5 would ask.</p> <p>6 But they would be allowed to have</p> <p>7 their beard.</p> <p>8 Q. Okay. That's probably -- I probably</p> <p>9 asked a bad question, but what should the</p> <p>10 supervisor do if -- if the security</p> <p>11 professional is indicating that they want to</p> <p>12 keep their beard for religious purposes?</p> <p>13 A. They should be able to allow them as</p> <p>14 it's not a violation of policy.</p> <p>15 Q. Okay. So -- and it's -- it's</p> <p>16 against policy for the supervisor to</p> <p>17 continually pressure the employee to shave</p> <p>18 after they've expressed that request to keep</p> <p>19 the beard, right, for religious purposes?</p> <p>20 A. There wouldn't be an exact policy</p> <p>21 saying that you can't continue to ask someone</p> <p>22 that, but no, there would be -- there shouldn't</p> <p>23 be a reason why a supervisor is pressuring</p> <p>24 someone to do so.</p> <p>25 ATTORNEY HERNANDEZ: Okay. If</p>	<p style="text-align: right;">Page 73</p> <p>1 it's okay, I'd like to take just a short</p> <p>2 10-minute break to run to the restroom and then</p> <p>3 come back on the record.</p> <p>4 THE VIDEOGRAPHER: Okay. We</p> <p>5 are now off the record. The time is 9:57 a.m.</p> <p>6 Central Time.</p> <p>7 (A recess was taken.)</p> <p>8 THE VIDEOGRAPHER: We are now</p> <p>9 on the record. The time is 10:09 a.m. Central</p> <p>10 Time.</p> <p>11 BY ATTORNEY HERNANDEZ:</p> <p>12 Q. You testified earlier that Allied</p> <p>13 trains investigators to follow investigation</p> <p>14 guidelines; correct?</p> <p>15 A. Correct.</p> <p>16 Q. Are the guidelines mandatory?</p> <p>17 A. They're not mandatory. They're just</p> <p>18 a guideline as a best practice provided to our</p> <p>19 investigators as a way to kind of show how</p> <p>20 investigations should be done, but no, they're</p> <p>21 not mandatory.</p> <p>22 Q. Could an employee or an investigator</p> <p>23 be disciplined for not doing a proper</p> <p>24 investigation?</p> <p>25 A. Yes.</p>

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<p style="text-align: right;">Page 74</p> <p>1 Q. In your history there at Allied, has 2 anyone been disciplined for not doing a proper 3 investigation? 4 ATTORNEY SHINE: Objection. 5 Outside the scope of the 30(b)(6) witness. 6 To the extent you're asking for her 7 personal knowledge, she may testify. 8 THE WITNESS: In my personal 9 experience, yes, there -- there definitely have 10 been. Again, we're -- it's region by region, 11 so it depends on the region how they would view 12 that. 13 But, yes, there have been, in my 14 experience. 15 BY ATTORNEY HERNANDEZ: 16 Q. What were the circumstances 17 surrounding what -- that discipline? 18 ATTORNEY SHINE: Again, 19 objection. Outside the scope. 20 To the extent she's answering from 21 her personal and information, she may testify. 22 THE WITNESS: If this is 23 something under my review -- we review, you 24 know, cases all the time. Either if an 25 employee, you know, brings it to out attention</p>	<p style="text-align: right;">Page 75</p> <p>1 that they felt that the investigation was 2 inadequately completed or we did our own review 3 and found the investigation was inadequately 4 completed, we review what was done what was not 5 done, and determine what level of discipline 6 based on what was not properly conducted during 7 that investigation. 8 So it depends on kind of the 9 circumstances surrounding it. 10 BY ATTORNEY HERNANDEZ: 11 Q. Can you give me an example of 12 when -- of an improper investigation? 13 ATTORNEY SHINE: Objection. 14 Outside the scope. 15 To the extent she's answering from 16 her personal knowledge, she may testify. 17 THE WITNESS: Sure. In one of 18 the experiences that I, you know, we've had, we 19 found that a manager didn't respond to a 20 complaint. They received a text message of 21 concerns regarding their supervisors. The 22 manager failed to even respond or act on it. 23 And then it was brought to our 24 attention later that the employee was leaving 25 the organization because they were not -- they</p>
<p style="text-align: right;">Page 76</p> <p>1 felt that we didn't do any actions to act on 2 their complaint. 3 And the manager was subsequently 4 placed on a final with additional training due 5 to failure to react to a complaint that was 6 brought to their attention. 7 BY ATTORNEY HERNANDEZ: 8 Q. Okay. But the manager was not 9 terminated? 10 A. No, was not terminated. 11 Q. So you mentioned -- what -- under 12 Allied's policies, what are managers supposed 13 to do when somebody reports discrimination? 14 A. Managers are supposed to intake a 15 statement immediately from the reporting party. 16 They're also required to ask all the relevant 17 questions; who was involved, when did it occur, 18 has it happened previously, was this previously 19 reported, are there any witnesses. Asking for, 20 you know, potential areas of where it was. If 21 there's potential camera footage, they may go 22 review it. It just depends if there is or 23 isn't. 24 They are to report it to HR 25 immediately. And we partner with the managers</p>	<p style="text-align: right;">Page 77</p> <p>1 to conduct the investigation really depending 2 on what type of allegation it is. 3 Q. Okay. Is Allied's use of force 4 policy mandatory? 5 A. Yes, it is. 6 Q. Okay. And so the use of force 7 policy allows security professionals to use 8 some force if they fear for their own safety or 9 the safety of others; true? 10 A. No. It has to be in a very extreme 11 level. So it's not just if they feel that 12 there's harm, there has to be deadly threat 13 towards them or others in order for them to 14 engage into any physical activity with someone. 15 But it would have to be a threat of fatality. 16 So it's kind of hard to say yes if 17 that's the, you know, case. It has to be an 18 extreme measure. 19 Q. For any -- are you saying there has 20 to be a threat of deadly force for any level of 21 the continuum in the use of force policy? 22 A. No. That would be the final one. 23 There's several levels of the use of force 24 policy. Our security professionals are trained 25 that they should never engage or physically</p>



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<p style="text-align: right;">Page 82</p> <p>1           <b>A.     Yes, yes.</b></p> <p>2           Q.     Okay. So in looking at this, is</p> <p>3 Level 4 allowing the use of pepper spray when</p> <p>4 the officer has a fear for their own safety or</p> <p>5 the safety of others?</p> <p>6           <b>A.     Yes.</b></p> <p>7           Q.     Okay. And so does Allied issue</p> <p>8 pepper spray to its security professionals in</p> <p>9 anticipation that there may be some</p> <p>10 circumstances in which they would need to use</p> <p>11 the pepper spray for their own safety or the</p> <p>12 safety of others?</p> <p>13          <b>A.     Yes. Extreme measures, yes.</b></p> <p>14          Q.     Then the next level below that would</p> <p>15 be Level 3; correct?</p> <p>16          <b>A.     Yes.</b></p> <p>17          Q.     And so I think this is what you were</p> <p>18 referring to before where there's -- it says,</p> <p>19 "Use of hands, control hold, and restraints";</p> <p>20 right?</p> <p>21          <b>A.     Yes.</b></p> <p>22          Q.     And so Allied issues its security</p> <p>23 professionals handcuffs in anticipation that</p> <p>24 there may be some circumstances in which they</p> <p>25 need to use the handcuffs; right?</p>	<p style="text-align: right;">Page 83</p> <p>1           <b>A.     Yes.</b></p> <p>2           Q.     And under the policy, are security</p> <p>3 professionals allowed to use handcuffs if they</p> <p>4 fear for their own safety or the safety of</p> <p>5 others?</p> <p>6           <b>A.     Yes, but again, I would have to</b></p> <p>7 <b>be -- that has to be somebody posing a real</b></p> <p>8 <b>threat to them.</b></p> <p>9                   <b>But, yes, that's what they would</b></p> <p>10 <b>need.</b></p> <p>11          Q.     Okay. And so under -- and then</p> <p>12 below that is Level 2, which is just verbal</p> <p>13 communication; right?</p> <p>14          <b>A.     Yes. I wouldn't say "just." This</b></p> <p>15 <b>is the key one. This is what our security</b></p> <p>16 <b>professionals are predominantly trained on as</b></p> <p>17 <b>their best efforts is to verbally attempt to</b></p> <p>18 <b>de-escalate the situation.</b></p> <p>19                   <b>They truly -- at this point, if</b></p> <p>20 <b>they're being unsuccessful with de-escalating a</b></p> <p>21 <b>situation with an individual, the police should</b></p> <p>22 <b>be involved in this matter.</b></p> <p>23                   <b>All levels higher than this, these</b></p> <p>24 <b>are just extreme in a situation where there</b></p> <p>25 <b>is -- there's a threat of harm that poses a</b></p>
<p style="text-align: right;">Page 84</p> <p>1 true harm towards individuals. Our security</p> <p>2 professionals are really trained on one and</p> <p>3 two. Verbal commands are the ones that they</p> <p>4 really are trained to help de-escalate a</p> <p>5 situation, causing a space in between</p> <p>6 themselves and the individuals they're speaking</p> <p>7 with.</p> <p>8                   <b>And if that's not working, they</b></p> <p>9 <b>should really be getting the police involved at</b></p> <p>10 <b>that point.</b></p> <p>11          Q.     So are you saying that the security</p> <p>12 professionals are not trained on Levels 3</p> <p>13 through 6?</p> <p>14          <b>A.     No. That is not what I'm saying.</b></p> <p>15 <b>They're 100 percent trained on all these</b></p> <p>16 <b>matters, Level 3, 4, and 6. 3 -- sorry. 3, 4,</b></p> <p>17 <b>5, and 6 are the worst-case scenarios.</b></p> <p>18          Q.     Okay.</p> <p>19          <b>A.     Where you would need to get involved</b></p> <p>20 <b>and de-escalate it to these sections if</b></p> <p>21 <b>there's, again, threats that pose harm to</b></p> <p>22 <b>themselves or others.</b></p> <p>23                   <b>We do not only want to train</b></p> <p>24 <b>individuals that they don't have to get to that</b></p> <p>25 <b>level by attempting to de-escalate the</b></p>	<p style="text-align: right;">Page 85</p> <p>1 situation by providing verbal commands to the</p> <p>2 individuals and involving the police, as it</p> <p>3 should be a police matter. If that doesn't</p> <p>4 work and the police maybe don't arrive in time</p> <p>5 and the situation is escalating, then they move</p> <p>6 on to the next levels.</p> <p>7          Q.     Okay. Excuse me. I lost my train</p> <p>8 of thought for a second.</p> <p>9                   <b>These -- these levels allow for some</b></p> <p>10 <b>discretion on the part of the professional;</b></p> <p>11 <b>correct?</b></p> <p>12          <b>A.     Yes.</b></p> <p>13          Q.     I'm going to stop sharing my screen.</p> <p>14                   <b>Can you give me an example of when</b></p> <p>15 <b>it would be okay for the security professional</b></p> <p>16 <b>to use their TASER?</b></p> <p>17          <b>A.     If an individual displayed a weapon</b></p> <p>18 <b>such as a gun or a knife and attempted -- was</b></p> <p>19 <b>maybe, like, walking towards them or another</b></p> <p>20 <b>individual.</b></p> <p>21          Q.     Can you give me an example of when a</p> <p>22 security professional would be allowed to use</p> <p>23 pepper spray?</p> <p>24          <b>A.     If an individual was potentially</b></p> <p>25 <b>charging at them in an aggressive manner or</b></p>

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<p style="text-align: right;">Page 86</p> <p>1 towards somebody else in an aggressive manner.</p> <p>2 Q. Okay. And can you give me an</p> <p>3 example of when the security professional is</p> <p>4 allowed to use handcuffs?</p> <p>5 A. If the individual is charging at</p> <p>6 themselves or another individual in an</p> <p>7 aggressive manner.</p> <p>8 Q. So is that -- that was the same</p> <p>9 example as Level 4; correct?</p> <p>10 A. Correct. And that -- all armed</p> <p>11 security officers have all means available to</p> <p>12 them. Some just might have a firearm and</p> <p>13 handcuffs. Some might just have TASERS and</p> <p>14 handcuffs. Some might just have OC spray and</p> <p>15 handcuffs. It depends on the contract. It</p> <p>16 depends on what the post orders and</p> <p>17 requirements are.</p> <p>18 So it's difficult to say that in</p> <p>19 each scenario, they should use first their</p> <p>20 handcuffs, then their OC spray, TASER, deadly</p> <p>21 force, when not all of our armed security</p> <p>22 officers may have all of those items available</p> <p>23 to them per the contract requirement.</p> <p>24 Q. Okay. So assuming they have all of</p> <p>25 those items available, can you give me an</p>	<p style="text-align: right;">Page 87</p> <p>1 example of when it would be okay to use the</p> <p>2 handcuffs and not the pepper spray?</p> <p>3 Because pepper spray is a level</p> <p>4 above the handcuffs; correct?</p> <p>5 A. Correct. So for an example, if we</p> <p>6 had an individual that -- handcuffs would be a</p> <p>7 good situation if there's an individual</p> <p>8 attacking another person or attempting to harm</p> <p>9 another person where our security professionals</p> <p>10 were able to intervene and grab their arms and</p> <p>11 handcuff them securely.</p> <p>12 If they have a circumstance where</p> <p>13 they're unable to do that, they could probably</p> <p>14 escalate to the next level. But this would be</p> <p>15 a circumstance where an individual is</p> <p>16 getting -- attacking another individual, our</p> <p>17 security professional is able to intervene and</p> <p>18 potentially grab the individual's arms and</p> <p>19 restrain them.</p> <p>20 Q. Okay. If the individual is</p> <p>21 attacking property, not anyone else, is it --</p> <p>22 would the security professional be justified in</p> <p>23 using a TASER?</p> <p>24 A. Not necessarily, no.</p> <p>25 Q. You said, "not necessarily." So</p>
<p style="text-align: right;">Page 88</p> <p>1 there may be some circumstances where they</p> <p>2 would be allowed to use the TASER?</p> <p>3 A. If the property damage was resulting</p> <p>4 in somebody getting injured, then yes. But if</p> <p>5 it's just property damage -- for example,</p> <p>6 somebody is just in a room and breaking</p> <p>7 things -- then that's a police matter, and our</p> <p>8 employees would have to refrain from, you know,</p> <p>9 interacting with that individual.</p> <p>10 If it was -- if the property damage</p> <p>11 was causing harm -- potential harm to another</p> <p>12 person, then we would see potential use for the</p> <p>13 OC spray.</p> <p>14 Q. I'm sorry. The question was</p> <p>15 regarding a TASER, not the spray.</p> <p>16 A. I'm sorry. A TASER. Then they</p> <p>17 could potentially use a TASER, yes.</p> <p>18 Q. Okay. But if the property damage</p> <p>19 was not harming an individual, would they be</p> <p>20 justified in using the TASER?</p> <p>21 A. No, they would not.</p> <p>22 Q. And if they did use the TASER</p> <p>23 because of property damage, would that security</p> <p>24 professional be fired?</p> <p>25 A. We would have to do a review whether</p>	<p style="text-align: right;">Page 89</p> <p>1 the use of force was justified or unjustified.</p> <p>2 If there was no immediate harm to any persons</p> <p>3 involved in the matter, then there wouldn't</p> <p>4 really be a reason why to use the TASER.</p> <p>5 Q. Okay. Do all violations of the use</p> <p>6 of force policy result in termination?</p> <p>7 A. If they are justified. I mean, I'm</p> <p>8 sorry. If it's an unjustified use of force.</p> <p>9 Q. Then if -- if it's an unjustified</p> <p>10 use of force, then every security professional</p> <p>11 is terminated --</p> <p>12 A. Correct.</p> <p>13 Q. -- at that point? Okay.</p> <p>14 Do all use -- do all -- excuse me.</p> <p>15 Do all uses of force result in a</p> <p>16 root cause analysis?</p> <p>17 A. No.</p> <p>18 Q. Okay. When is a root cause analysis</p> <p>19 used?</p> <p>20 A. First, the situation is evaluated.</p> <p>21 In situations like a verbal or physical</p> <p>22 altercation between, for example, two security</p> <p>23 professionals, a root cause analysis would not</p> <p>24 be used, but it is considered a use of force.</p> <p>25 When there is an individual that is</p>



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<p style="text-align: right;">Page 94</p> <p>1 would determine which level of discipline is 2 warranted for that individual and additional 3 training. 4 Q. Okay. But that would not be a 5 termination? 6 A. It's a case-by-case basis. It would 7 determine, you know, how egregious was the 8 complaint, you know, how it was mishandled. 9 You know, is there a history of this. 10 It really depends, you know, if it's 11 a new employee that maybe just didn't know what 12 to do. You know, we put that into perspective. 13 If it's a tenured employee that should have 14 known better, that would play into 15 circumstances. 16 So it would depend on the 17 circumstances surrounding that. 18 Q. Can you clarify what you mean by if 19 it's an egregious complaint? 20 Does that mean that HR is allowed to 21 ignore complaints that are not considered as 22 egregious? 23 A. No. 24 Q. Okay. Should any report of 25 discrimination ever be ignored?</p>	<p style="text-align: right;">Page 95</p> <p>1 A. No. 2 Q. Okay. What date was Twana Ahmed 3 suspended? 4 A. I believe it was April 4, 2022. 5 Q. And when was he terminated? 6 A. The termination date that we have on 7 file is April 4, 2022. 8 Q. What does that mean, "the 9 termination date that we have on file"? Is 10 that the actual termination date? 11 A. It's the -- it would be his last day 12 worked. I don't know the exact date of when -- 13 it was maybe processed. 14 But the termination date we have on 15 file for Twana is April 4th. 16 Q. So if Twana's root cause analysis -- 17 if the root cause analysis was performed for 18 Twana after April 4th, how could he have been 19 terminated before the analysis was performed? 20 A. I do not know. 21 Q. Is it normal procedure for Allied to 22 first conduct the root cause analysis and get 23 approval for that termination before the 24 employee is terminated? 25 A. Yes.</p>
<p style="text-align: right;">Page 96</p> <p>1 Q. Okay. Who has to approve the 2 termination once a root cause analysis is 3 performed? 4 A. Once a root cause analysis is 5 performed, it is the 10-7 document that's 6 completed at the direction of our general 7 counsel, David Buckman. 8 We -- then it is reviewed by a panel 9 of individuals. The manager overseeing that 10 security professional is the ultimate 11 decision-maker, but it is reviewed to determine 12 whether or not the use of force was justified 13 or unjustified. 14 Based on the determination of the 15 panel review, then the manager makes the final 16 decision on whether termination is warranted 17 based on our findings. 18 Q. The manager makes the final 19 decision. So in this situation -- in this 20 circumstance would be Patrick Freeney? 21 A. Correct. 22 Q. Under Allied policies, if an 23 employee is suspended for more than one day, 24 then an HR professional must be involved; 25 correct?</p>	<p style="text-align: right;">Page 97</p> <p>1 A. No. 2 Q. Let me pull up -- give me a second 3 so I can share screen again. 4 Are you able to see what I believe 5 to be the Allied's -- part of Allied's 6 disciplinary matrix? 7 A. Yes. 8 Q. This is Bates labeled AUS_00746. 9 At the bottom here, do you see where 10 it says, "Suspensions without pay of greater 11 than one day require review with regional HR 12 manager or regional HR director in advance"? 13 Did I read that correctly? 14 A. Yes. 15 Q. Is that a requirement, then, that if 16 an employee is suspended for greater than one 17 day without pay, that either the HR manager or 18 the HR director needs to be involved? 19 A. It's a guideline. Depending on the 20 investigation type -- like, for example, use of 21 force incidents, they are predominantly handled 22 by management, and you know, determining the 23 outcome would be based on the root cause 24 analysis. 25 So this is a guideline of the</p>

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<p style="text-align: right;">Page 98</p> <p>1 expectation, but it doesn't necessarily mean</p> <p>2 that a manager would need to be involved -- an</p> <p>3 HR manager, HR director would have to be</p> <p>4 notified of every suspension in this policy.</p> <p>5 Q. Okay. So despite the word</p> <p>6 "required," you're saying this is not</p> <p>7 mandatory?</p> <p>8 A. It's a guideline.</p> <p>9 Q. Okay. Who completed -- let me stop</p> <p>10 sharing.</p> <p>11 Who completed Twana's root cause</p> <p>12 analysis?</p> <p>13 A. It would have been Patrick Freeney.</p> <p>14 And the second reviewer was Felicia</p> <p>15 Solis-Ramirez. And Bill Keene was also</p> <p>16 involved in the review. The completion was</p> <p>17 done by Patrick Freeney.</p> <p>18 Q. Okay. And you're saying that's</p> <p>19 normal procedure?</p> <p>20 A. Correct.</p> <p>21 Q. Was Patrick Freeney trained in how</p> <p>22 to conduct root cause analysis -- analysis?</p> <p>23 A. He had to work in support of his</p> <p>24 direct manager Felicia because that was his</p> <p>25 first incident of a use of force incident.</p>	<p style="text-align: right;">Page 99</p> <p>1 Q. Okay. So the question was: Was</p> <p>2 Patrick Freeney trained in how to conduct root</p> <p>3 cause analysis?</p> <p>4 A. I'm sorry. I do not know.</p> <p>5 Q. Okay. I want to ask about the --</p> <p>6 just in general general background on some of</p> <p>7 the supervisors for Twana.</p> <p>8 I believe you mentioned Alex</p> <p>9 Bergeron. I -- is that how you pronounce his</p> <p>10 last name?</p> <p>11 A. I believe so, yes.</p> <p>12 Q. Alex Bergeron, when was he first</p> <p>13 hired with Allied?</p> <p>14 A. I do not recall the exact dates. We</p> <p>15 have records I can refer back to. I can get</p> <p>16 exact dates, but I do not recall at this time.</p> <p>17 Q. Would you be able to refer to it</p> <p>18 right now?</p> <p>19 A. I would have to log into our systems</p> <p>20 to review it, yeah.</p> <p>21 Q. Okay. Does Alex Bergeron still work</p> <p>22 for Allied?</p> <p>23 A. Yes, he does.</p> <p>24 Q. What is his title?</p> <p>25 A. His current title is an armed</p>
<p style="text-align: right;">Page 100</p> <p>1 security professional.</p> <p>2 Q. What was his title -- when -- so was</p> <p>3 he demoted to armed security professional?</p> <p>4 A. Yes, he was.</p> <p>5 Q. Okay. When was he demoted?</p> <p>6 A. I don't recall the exact dates, but</p> <p>7 it was somewhere in the middle of 2022.</p> <p>8 Q. And why was he demoted?</p> <p>9 A. I do not recall the exact reason.</p> <p>10 Q. Was it a result of -- of the</p> <p>11 incident that happened with Twana Ahmed?</p> <p>12 A. I do believe there was that. He may</p> <p>13 not have instructed Twana properly to complete</p> <p>14 an incident report immediately, but I'm not</p> <p>15 certain that that was the exact reason for the</p> <p>16 demotion.</p> <p>17 Q. Who demoted him?</p> <p>18 A. It would have been his immediate</p> <p>19 supervisor, which would have been Patrick</p> <p>20 Freeney.</p> <p>21 Q. Has Alex Bergeron ever been the</p> <p>22 subject of an investigation at Allied?</p> <p>23 A. I do not know.</p> <p>24 Q. Would you be able to find out?</p> <p>25 A. I believe so, yes.</p>	<p style="text-align: right;">Page 101</p> <p>1 Q. Has Alex Bergeron ever been</p> <p>2 disciplined while at Allied?</p> <p>3 A. Yes. I do believe when his demotion</p> <p>4 occurred, he was disciplined at that time.</p> <p>5 Q. Was there a disciplinary form</p> <p>6 issued?</p> <p>7 A. Yes.</p> <p>8 Q. Catherine Barnes, what is her role</p> <p>9 at Allied?</p> <p>10 A. Her current role is an account</p> <p>11 manager.</p> <p>12 Q. Would that be the -- okay. Can you</p> <p>13 explain what an account manager does?</p> <p>14 A. It's a manager that oversees one</p> <p>15 specific location.</p> <p>16 Q. And what location -- what location</p> <p>17 does she oversee?</p> <p>18 A. I do not know.</p> <p>19 Q. Is she based in Houston?</p> <p>20 A. Yes.</p> <p>21 Q. Okay. What was -- when did she</p> <p>22 become an account manager?</p> <p>23 A. I believe, if I recall correctly, it</p> <p>24 would have been very recently in 2024.</p> <p>25 Q. What was her role previous to</p>

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<p style="text-align: right;">Page 122</p> <p>1           <b>A.     No, not necessarily. No.</b></p> <p>2           Q.     Okay. So sorry. Going back, I</p> <p>3 believe you just testified that it -- that a</p> <p>4 witness is required when an employee is given a</p> <p>5 notice of counseling.</p> <p>6           <b>A.     Yes. On the bottom of the form, we</b></p> <p>7 <b>do have space that -- to provide where the</b></p> <p>8 <b>employee that's receiving the disciplinary, the</b></p> <p>9 <b>manager that's issuing, and then a witness</b></p> <p>10 <b>that's part of the -- that's in the room</b></p> <p>11 <b>witnessing the counseling or termination</b></p> <p>12 <b>transpiring should sign it, as well.</b></p> <p>13          Q.     Okay. Thank you.</p> <p>14                 If it's determined that a witness's</p> <p>15 signature was falsified, is that a potential</p> <p>16 red flag of retaliation?</p> <p>17          <b>A.     If a witness signature is falsified?</b></p> <p>18          Q.     Yes.</p> <p>19          <b>A.     No, no.</b></p> <p>20          Q.     Would that be a red flag at all to</p> <p>21 you --</p> <p>22          <b>A.     It would be a red flag, yes.</b></p> <p>23          Q.     What would it be a red flag of?</p> <p>24          <b>A.     Improper recordkeeping.</b></p> <p>25          Q.     So if a manager wanted to retaliate</p>	<p style="text-align: right;">Page 123</p> <p>1 against -- retaliate against an employee by</p> <p>2 creating a paper trail of concerns and forging</p> <p>3 witness signatures, would that be a red flag to</p> <p>4 you of potential retaliation?</p> <p>5                 ATTORNEY SHINE: Objection.</p> <p>6 Outside the scope of the 30(b)(6) witness.</p> <p>7                 To the extent you're asking for her</p> <p>8 personal knowledge or opinion, she can answer.</p> <p>9                 <b>THE WITNESS: Yeah. And in my</b></p> <p>10 <b>personal opinion, yes, that would.</b></p> <p>11 BY ATTORNEY HERNANDEZ:</p> <p>12          Q.     Okay. Is it against Allied's</p> <p>13 policies for somebody to fake signatures on</p> <p>14 counseling forms?</p> <p>15          <b>A.     I'm sorry. Can you reask the</b></p> <p>16 <b>question?</b></p> <p>17          Q.     Is it against Allied's policy for a</p> <p>18 manager to fake signatures of witnesses on</p> <p>19 counseling forms?</p> <p>20          <b>A.     Yes.</b></p> <p>21          Q.     Is it against Allied's policies for</p> <p>22 a manager to backdate counseling forms?</p> <p>23          <b>A.     I guess I would have to understand</b></p> <p>24 <b>what the backdate would be. Is it backdating</b></p> <p>25 <b>to not the date of the actual meeting? I would</b></p>
<p style="text-align: right;">Page 124</p> <p>1 <b>just need to get clarity on that question.</b></p> <p>2          Q.     Right. Fair enough. Is it</p> <p>3 against's Allied's policy to -- for managers to</p> <p>4 create counseling forms that were never</p> <p>5 actually given?</p> <p>6          <b>A.     Yes.</b></p> <p>7                 ATTORNEY HERNANDEZ: Okay.</p> <p>8 Pass the witness.</p> <p>9                 ATTORNEY SHINE: I have no</p> <p>10 questions.</p> <p>11                 THE VIDEOGRAPHER: Okay.</p> <p>12 Ms. Repsik, would you like to confirm</p> <p>13 transcript orders first?</p> <p>14                 THE REPORTER: Yes.</p> <p>15                 Mr. Shine, do you need a copy of the</p> <p>16 transcript?</p> <p>17                 ATTORNEY SHINE: Yes, please.</p> <p>18                 THE REPORTER: Does anyone</p> <p>19 need a rough draft?</p> <p>20                 ATTORNEY SHINE: No.</p> <p>21                 ATTORNEY HERNANDEZ: No</p> <p>22 thanks.</p> <p>23                 THE REPORTER: All right.</p> <p>24 Thank you.</p> <p>25                 THE VIDEOGRAPHER: Okay. And</p>	<p style="text-align: right;">Page 125</p> <p>1 then just need to confirm video records on</p> <p>2 record.</p> <p>3                 Ms. Hernandez, we have your standard</p> <p>4 order, if that's all right?</p> <p>5                 ATTORNEY HERNANDEZ: Yes.</p> <p>6                 THE VIDEOGRAPHER: Okay. And,</p> <p>7 Mr. Shine, would you like a copy of the video?</p> <p>8                 ATTORNEY SHINE: That's not</p> <p>9 necessary.</p> <p>10                 THE VIDEOGRAPHER: Okay. Then</p> <p>11 with that, this concludes the deposition of</p> <p>12 Anna Soja, Universal Protection Services, LP,</p> <p>13 doing business as Allied Universal Security</p> <p>14 Services, pursuant to Fed. R. Civ. P. 30(b)(6),</p> <p>15 in the matter of Twana Ahmed versus Universal</p> <p>16 Protective Services, LP, doing business as</p> <p>17 Allied Universal.</p> <p>18                 We are now off the record. The time</p> <p>19 is 11:32 a.m. Central Time.</p> <p>20                 - - -</p> <p>21                 (Thereupon, the deposition was</p> <p>22 concluded at 11:32 a.m. CST, 12:32 p.m. EST.</p> <p>23 Signature was waived.)</p> <p>24                 - - -</p> <p>25</p>

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1 COMMONWEALTH OF PENNSYLVANIA )  
2 ) SS  
3 COUNTY OF BERKS )  
4 CERTIFICATE  
5 I, Alyssa A. Repsik, a notary public in and  
6 for the Commonwealth of Pennsylvania, do hereby  
7 certify that the witness, ANNA SOJA, PMK, was  
8 by me first duly sworn to testify the truth,  
9 the whole truth, and nothing but the truth;  
10 that the foregoing deposition was taken at the  
11 time and place stated herein; and that the said  
12 deposition was recorded stenographically by me  
13 and then reduced to typewriting under my  
14 direction and constitutes a true record of the  
15 testimony given by said witness.  
16 I further certify that I am not a relative,  
17 employee, or attorney of any of the parties or  
18 a relative or employee of either counsel and  
19 that I am in no way interested directly or  
20 indirectly in this action.  
21 IN WITNESS WHEREOF, I have hereunto set my  
22 hand and affixed my seal of office this 24th  
23 day of September 2024.  
24  
25

  
Alyssa A. Repsik, Notary Public  
Court Reporter  
Notary Public  
Berks County  
My Commission Expires March 12, 2028  
Commission Number 1296614